

The Colorado Office of Economic Development & International Trade

Job Title: Front Desk Receptionist and Facilities Coordinator
Job Location: 1625 Broadway, Suite 2700 Denver, CO 80202
Reports to: Deputy Director
Salary Range: \$32,000-\$38,500

The Colorado Office of Economic Development & International Trade (OEDIT) was created to foster a positive business climate that encourages quality economic development through financial and technical assistance provided in support of local and regional economic development activities throughout the State of Colorado. A comprehensive slate of programs within OEDIT's divisions work together to offer economic development services for all Colorado businesses

POSITION:

OEDIT is seeking a person who is a team player and can assist the office with phone calls, guest services, facility needs and provide overall office administration. The work ranges from switchboard operation activities to general administrative and office support. The Front Desk Receptionist and Facilities Coordinator is considered a full-time position with a 40 hour week, and is expected to have the switchboard open and operating promptly at 8:00 AM and throughout the day until 5:00 PM, Monday – Friday. Phone coverage will be provided for the mail run, two 15 minute breaks and a one-hour lunch.

Front Desk Receptionist Duties and Responsibilities:

Guest Services

- Responsible for officially opening and closing the office daily.
- Greets all guests (whether in person or on the phone), assists guest(s) in obtaining needed information and refers guest(s) to other staff or resources for assistance as needed.
- Responsible for set-up/clean-up conference rooms with necessary supplies as requested (water, coffee, cups, napkins, plates, food and any IT equipment).
- Answers and routes incoming calls and maintains information as to employees' status (such as in office, at lunch, etc.) for the purpose of providing appropriate direction to guest(s) and caller(s).
- Ensures all Guest Services procedures are followed, including asking Guests to remain in lobby or meeting area until met by office staff.
- Works with identified staff from each Division to schedule coverage for daily relief, meetings, vacation and sick leave and provides training for such staff.

Administrative Support

- Performs office support tasks for the Executive Director, the Deputy Director or Division Directors upon request as time allows. Activities include the accurate and timely completion and processing of documents and information including but not limited to: document production, typing, word processing, spreadsheets, creating or updating databases, gathering coding, computing, entering, verifying and reporting data and information.
- Updates the employee directory as needed and distributes to staff.
- Updates OEDIT's Emergency Phone Tree as new staff is hired and obtains necessary contact information to ensure all information is correct and timely.
- Receives all cash and checks, provides a written receipt, records in receipt logs and forwards to the Division and Accounting staff for processing.
- Develops and maintains a master office list of all magazine and newspaper subscriptions and related costs.

- Maintains a monthly time sheet used as in-kind matching funds for SBDC Program (based on calls answered, guests assisted, questions answered, materials distributed, referrals to the closest SBDC program for small business assistance, etc.).

Facilities Support

- Ensures recorded message and voice mail are in use when office is closed or staff is not available to answer phones.
- Notifies building management of all OEDIT office closures (early closures, holiday closures, other closures, etc.).
- Forwards routine notices from building management to staff in a timely manner.
- Notifies building management of any malfunctioning appliances/items in main area, restrooms or kitchen that need building management services.
- Delivers, picks-up, sorts and distributes mail from the building's and the Capitol's mail room.
- Orders, maintains and manages all necessary office, facilities, kitchen, copy room and shipping supplies for the office.
- Assists staff with the process to be used for FedEx shipment requests.
- Coordinates staff reservations for fleet vehicles, repairs and handles any issues related to the fleet vehicles.
- Coordinates staff reservations for OEDIT and building's conference rooms for meetings as requested.
- Manages the "Guaranteed Ride Home" program.
- Ensures lobby, copy room and kitchen (including appliances such as refrigerator) are maintained in a clean, orderly manner.
- Schedules periodic clean-up days at facility.
- Primary facilities' coordinator for certain aspects, including but not limited to the lease space on the 27th floor, the storage space in the basement, OEDIT's telephone system (including hardware & software), facsimile machines, copiers and kitchen appliances.
- Manages the ordering and recycling of all office toners and cartridges for both shared and individual printers in the office while maintaining printer log and pricing information.
- Coordinates and assists in Fire Warden and Crisis Management activities.
- Coordinates design build-outs with the building management and contractors upon approval of plans by the office.
- Completes analysis of costs/services to determine more cost effective options and efficient delivery and makes implementation recommendations.

IT Support

- Primary coordinator for certain aspects with the state's computer services team.
- Prepares the required paperwork for signature by the Deputy Director or Controller (for new, existing and separating staff) related to authorizing computer/equipment set-up, removal, returns or changes and so forth.

Required Knowledge, Skills and Abilities:

The position requires a self-starter who is professional, punctual, outgoing, enthusiastic and has a positive attitude plus good judgment. Candidate should have exceptional organizational skills, attention to detail and able to multi-task; strong oral and written communications skills; problem solving acumen; demonstrate personal integrity, confidence, diplomacy as well as flexibility. Facilities coordination (including IT and phone) experience is preferred, including a preference of having a strong working knowledge of computer systems/ processes and possessing basic IT troubleshooting skills within Windows Operating System and within Microsoft Outlook. Excellent proficiency in Microsoft Outlook, Word and Excel is essential. A valid Colorado Driver's license is required.

Education:

- General education degree preferred.
- Two years related experience and/or training, or equivalent combination of education and experience will be considered.

APPLICATION PROCESS:

Applicants will need to submit a resume, references, and salary requirements to Virginia Davis by e-mail at virginia.davis@state.co.us or by mail at 1625 Broadway, Suite 2700, Denver, Colorado 80202. This position will be posted until filled. Due to the large volume of resumes we receive, we do not acknowledge receipt of each resume and are unable to give status updates. If a strong match is found between your qualifications and the requirements of the position, a member of the recruiting staff will contact you to further discuss the career opportunity.